

FIG. 1

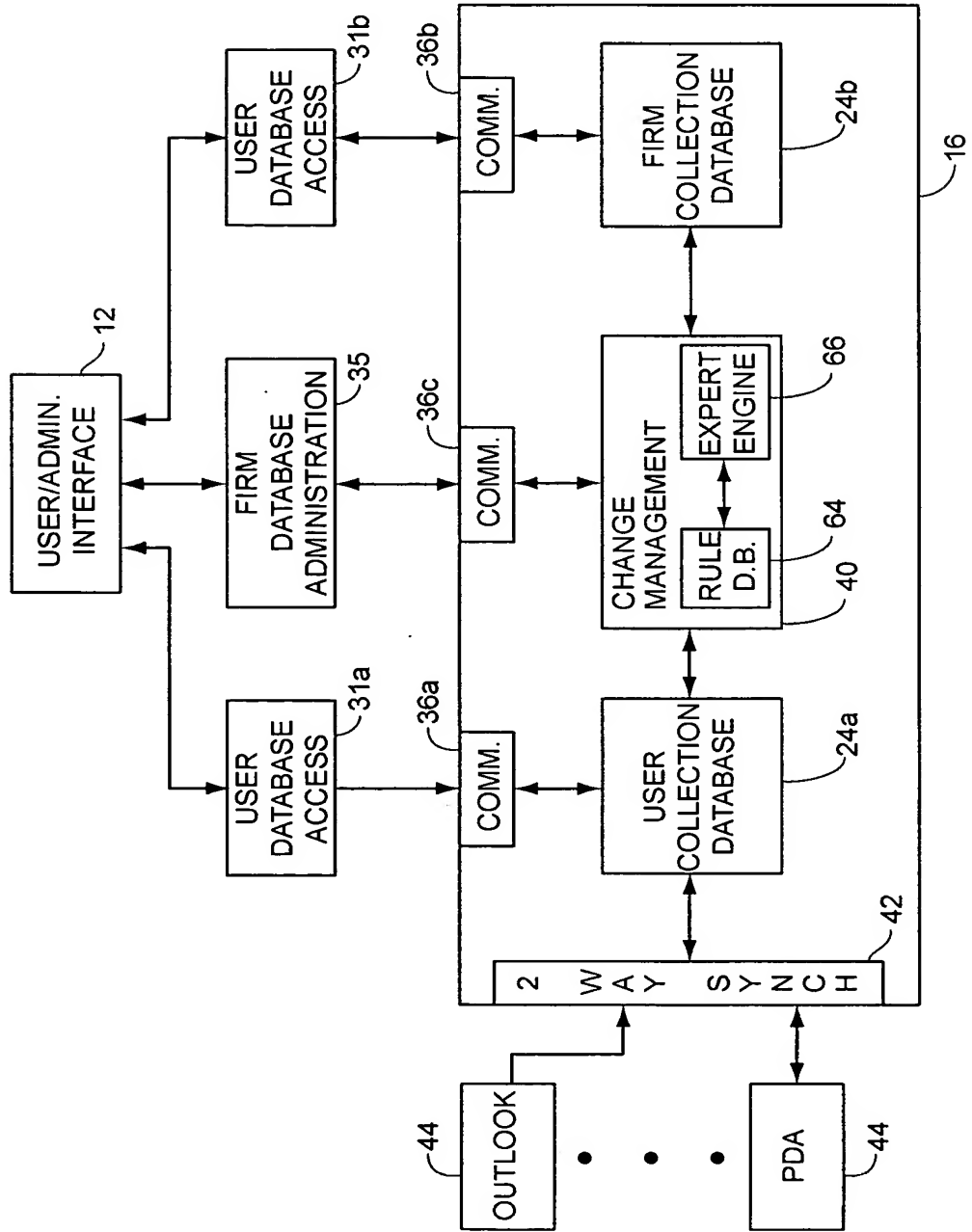


FIG. 2

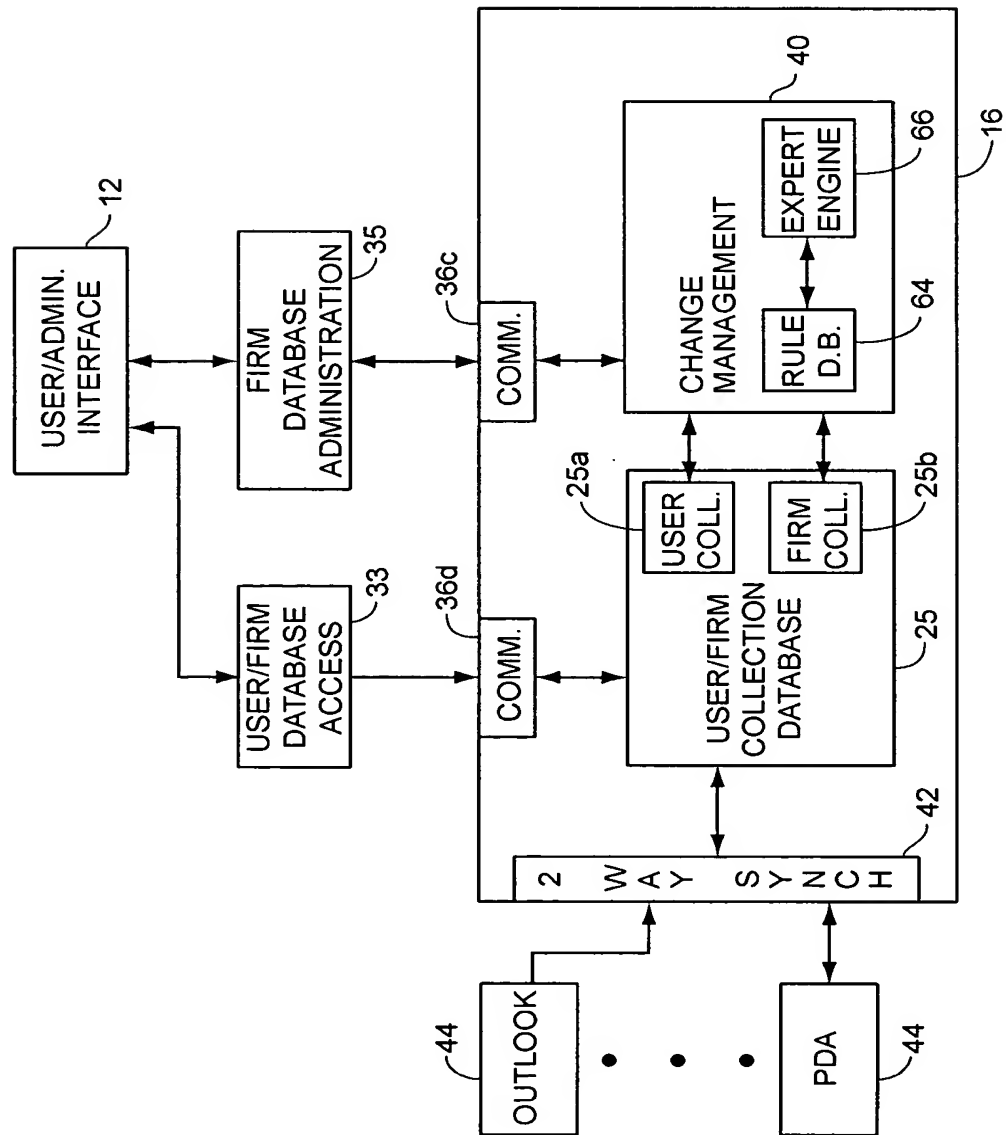


FIG. 2A

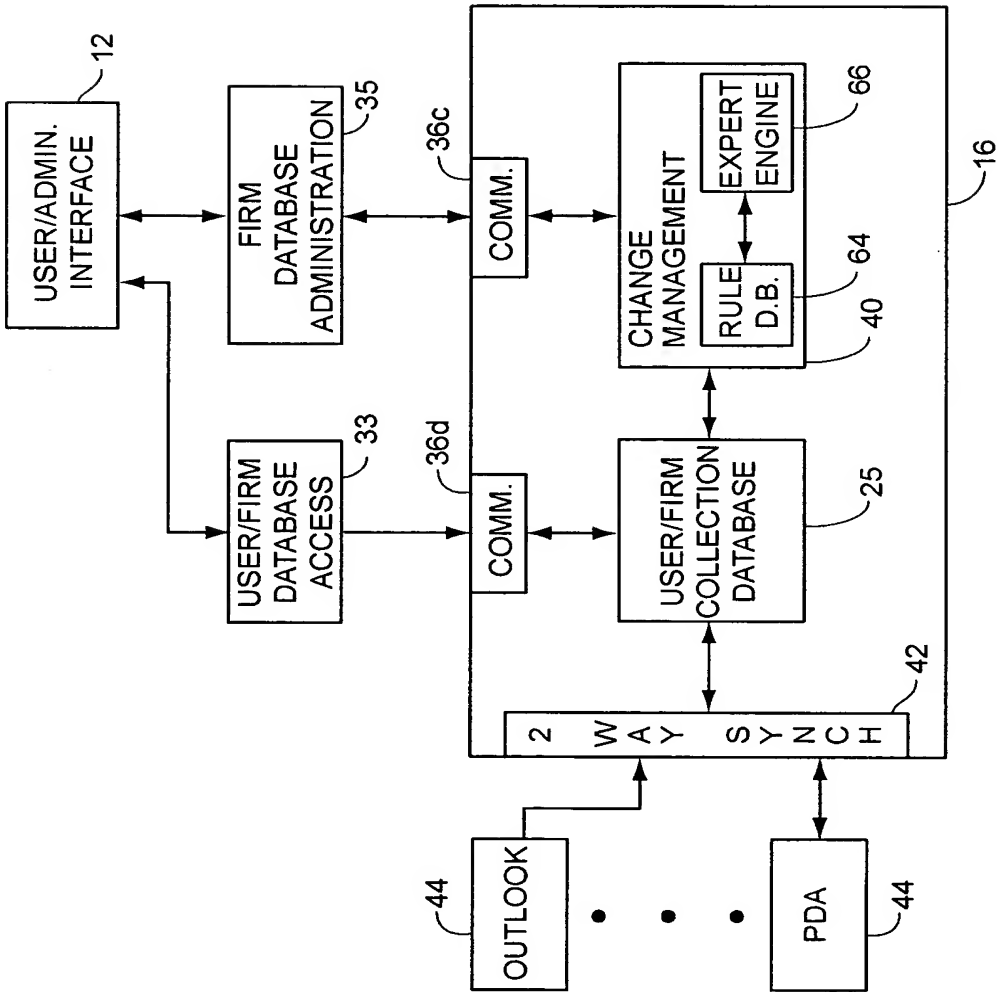
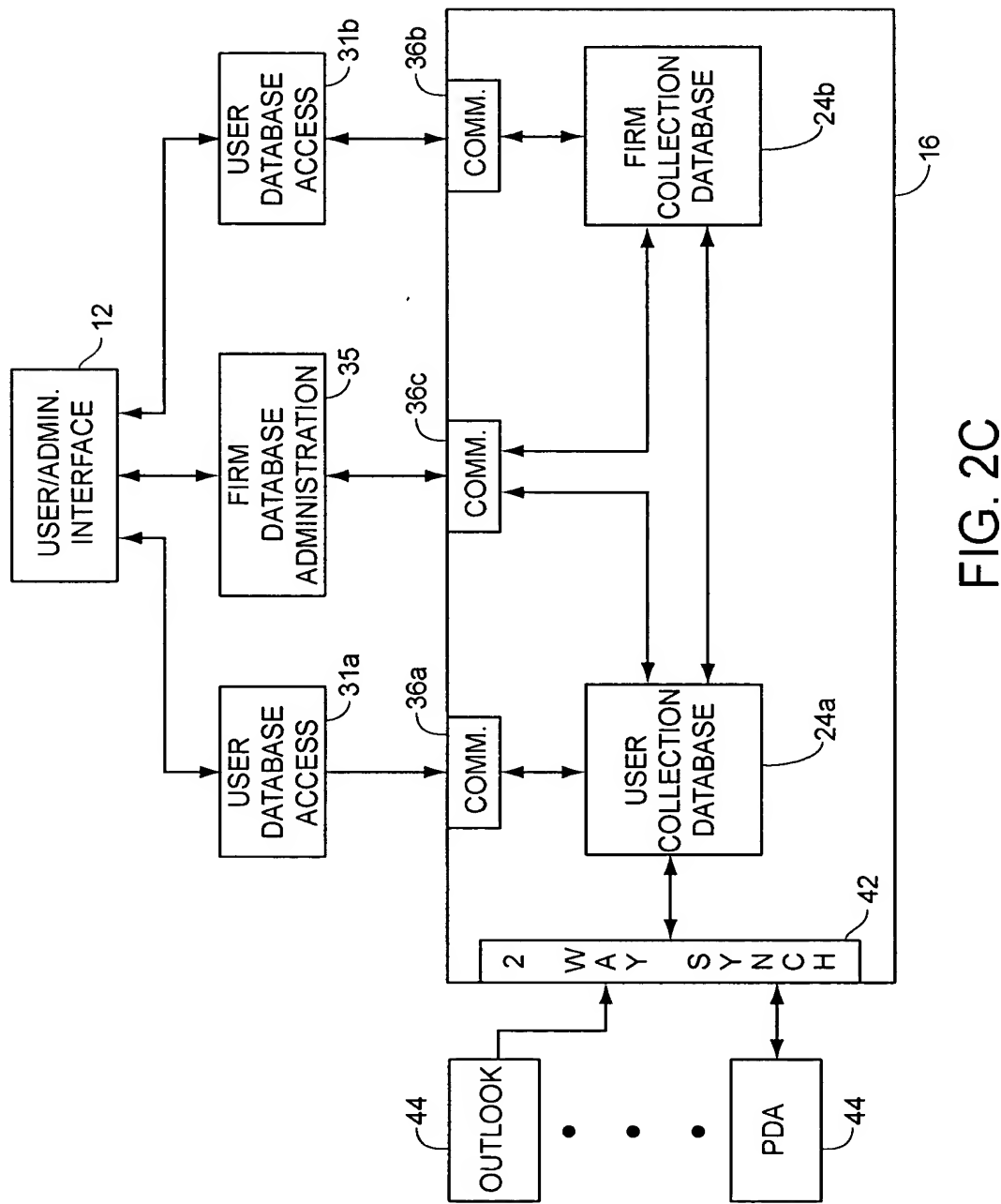


FIG. 2B



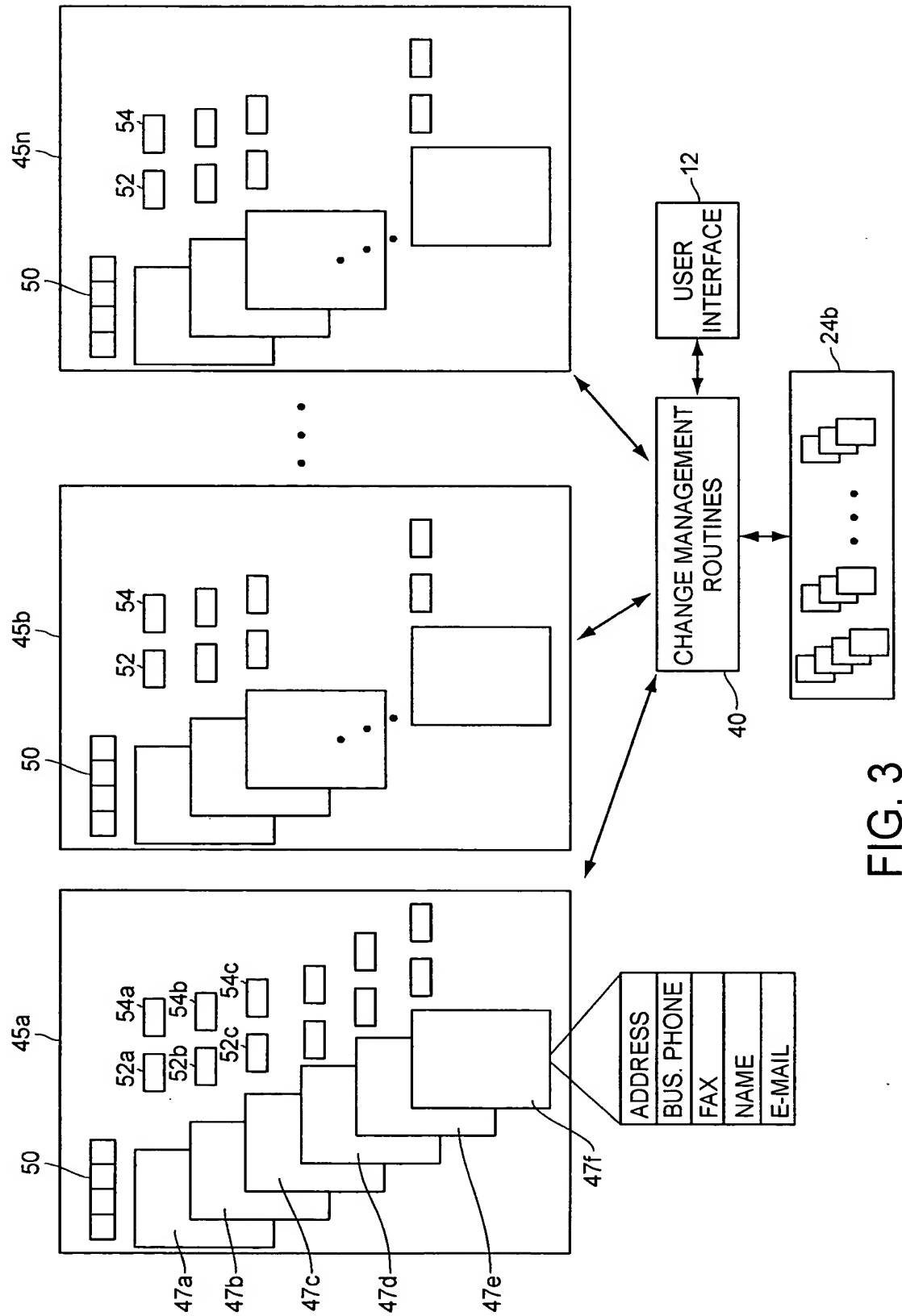


FIG. 3

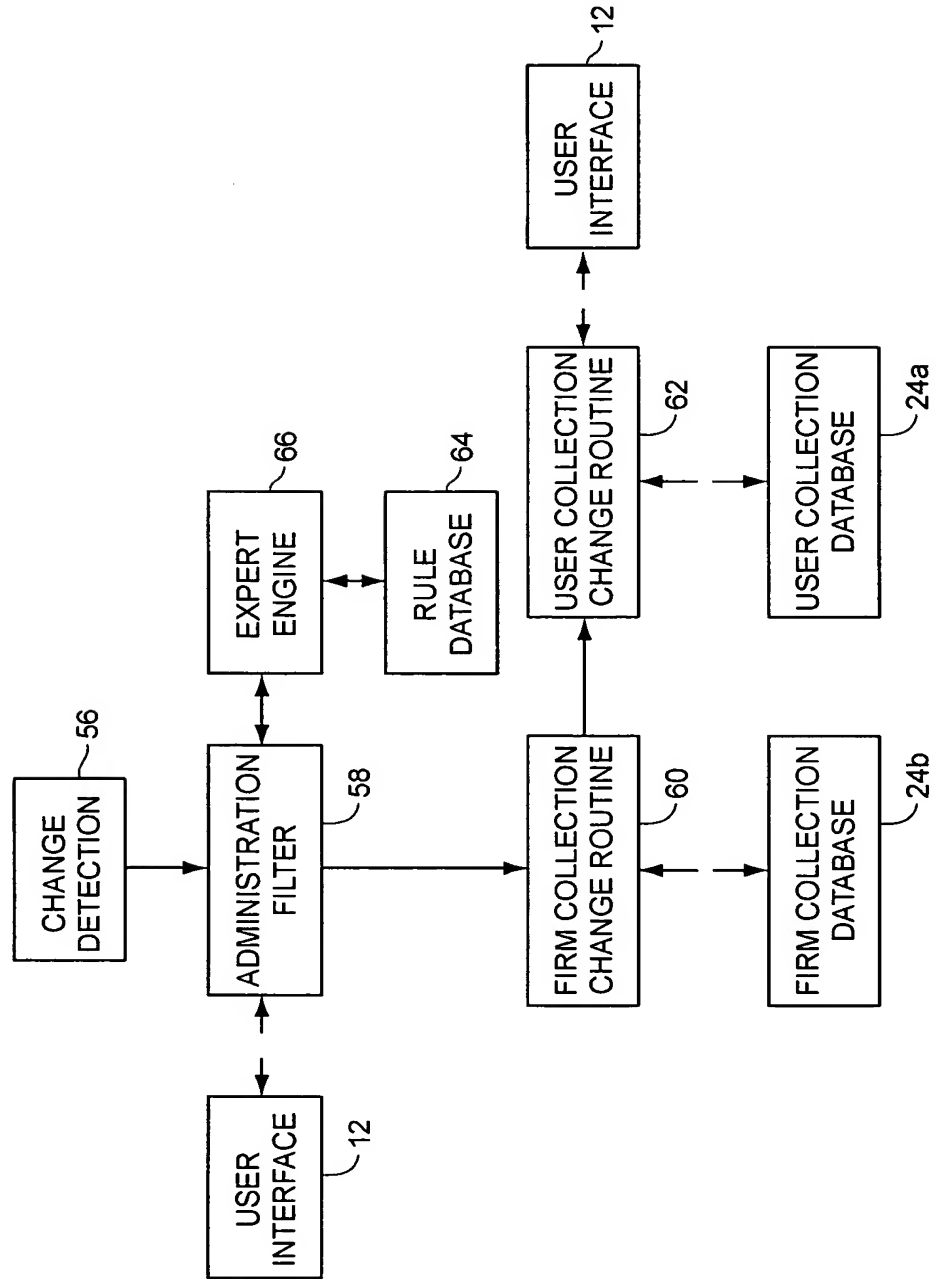


FIG. 4

Manage Follow-up Text

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Follow-up Text

Category	Item	Action	Text	Priority
* Edit	Address	Add		
Edit	Address	Edit	Follow-up text goes here.	Normal
Edit	Address	Delete		
Edit	Address	Suspect		
Edit	Address	Format		
Contact Type	Client	Add		
Contact Type	Client	Remove		
Contact Type	Expert	Add		
Contact Type	Expert	Remove		
Duplicate Contact			Follow-up text goes here.	High
User Request			Follow-up text goes here.	Normal

◀

▶

Close

Edit...

*=Inactive

FIG. 5

InterAction - Inbox

File Edit View Favorites Tools Help

Data Manager - Inbox

Ticket	Contact	Summary	Initiated By	Received	Rule Set	Category	Assigned To	Status
15	Cleary, Gotti...	Business Fax Numb...	Nagy, Bob	12/10/2001	Client	Edit	John McDonnell	Review
6	Willis, Ed	User Request	Willis, Ed	12/10/2001	Human Resources	User Request	Mart Jo Calacci	Submitted
5	Wolfe, Jeff	Possible Duplicate C...	Reed, Jim	12/10/2001	Human Resources	Duplicate Contact	Mary Jo Calacci	Submitted
4	Smith, Joe	First Name Suspec...	Glass, Jen	12/10/2001	Jen Glass	Edit	Maia Tahista	Submitted
1	Nagy, Bob	Address Changed	Hamer, Terry	12/10/2001	Employee	Edit	Maia Tahista	Review

Ticket #: 1

Category: Edit

Contact Information

Name: Bob Nagy

Job Title: Interface Software, Inc.

Company: Employee

Address: 1420 Kensington Suite 320 Oak Brook, IL 60523-1420

Direct Phone: (830) 572-1400

Company Phone: Mobile Phone: E-mail:

Contact Details

Initiated By: Terry Hamer

5 Open Tickets for Bob Nagy

Notification Details

Summary: Address Changed

Changed From: 1420 Kensington Oak Brook, IL 60523

Changed To: 1420 Kensington Suite 320 Oak Brook, IL 60523-1420

Approve

Reject

Follow-up

1 of 5 (0 marked)

70

72

74
76
78

FIG. 6

FIG. 7

FIG. 7

InterAction - Inbox

File Edit View Favorites Tools Help

S F

Data Manager - Inbox

Ticket # 15

Cleary, Gotti...

Business Fax Numb...

User Request

Received

12/10/2001

Initiated By

Nagy, Bob

Summary

Business Fax Numb...

Contact

Cleary, Gotti...

8

Willis, Ed

User Request

Received

12/10/2001

Initiated By

Willis, Ed

Summary

User Request

Contact

Willis, Ed

5

Wolf, Jeff

Possible Duplicate C...

Received

12/10/2001

Initiated By

Reed, Jim

Summary

Possible Duplicate C...

Contact

Wolf, Jeff

4

Smith, Joe

First Name Suspec...

Received

12/10/2001

Initiated By

Glass, Jen

Summary

First Name Suspec...

Contact

Smith, Joe

1

Nagy, Bob

Address Changed

Received

12/10/2001

Initiated By

Hamer, Terry

Summary

Address Changed

Contact

Nagy, Bob

Assigned To

John McDonnell

Assigned To

Mart Jo Calacci

Assigned To

Mary Jo Calacci

Assigned To

Maia Tahisia

Assigned To

Maia Tahisia

Status

Review

Status

Submitted

Status

Submitted

Status

Submitted

Status

Review

Ticket # 5

Category: Duplicate Contact

Contact Information

Name: Jeff Wolf

Job Title: Interface

Company: Interface

Contact Type:

Address:

Direct Phone:

Company Phone: (773) 383-9138

Mobile Phone:

E-mail:

Contact Details

80

82

84

Select a Matching Contact:

Rank

Name

Job Title

Company

Address

E-mail

☐ <No Match in List>

☐ 1 Wolf, Jeff

☐ 2 Wolf, Jeff

☐ 3 Wolf, Jeffery

Product Strategy

Interface Software, Inc.

Interface Technologies

1420 Kensington...

jwolf@inter

Merge

Follow-up

Contact Details

1 of 5 (0 marked)

FIG. 8

InterAction - Inbox

File Edit View Favorites Tools Help

S F

Data Manager - Inbox

Ticket	Contact	Summary	Initiated By	Received	Rule Set	Category	Assigned To	Status
15	Cleary, Gottli...	Business Fax Numb...	Nagy, Bob	12/10/2001	Client	Edit	Change Mana...	Review
8	Willis, Ed	User Request	Willis, Ed	12/10/2001	Human Resources	User Request	Mart Jo Calacci	Submitted
5	Wolf, Jeff	Possible Duplicate C...	Reed, Jim	12/10/2001	Human Resources	Duplicate Contact	Mary Jo Calacci	Submitted
4	Smith, Joe	First Name Suspec...	Glass, Jen	12/10/2001	Jen Glass	Edit	Maia Tahista	Submitted
1	Nagy, Bob	Address Changed	Hamer, Terry	12/10/2001	Employee	Edit	Maia Tahista	Review

Ticket #: 8

Category: User Request

Contact Information

Name: Ed Willis

Job Title:

Company:

Contact Type: Employee

Address:

Direct Phone:

Company Phone:

Mobile Phone:

E-mail:

Initiated By: Ed Willis

Request

Incorrect Fields: Address, Phone

Description:

I moved last weekend. My address has changed to 2234 N. Dryden LN, Arlington Heights, IL 60005 and my home phone number has changed to (847) 256-1011.

Set as Complete

Follow-up

1 of 5 (0 marked)

70

72

FIG. 9